



**DEPARTMENT OF THE ARMY**  
**INSTALLATION MANAGEMENT AGENCY**  
**HEADQUARTERS, UNITED STATES ARMY GARRISON, FORT EUSTIS**  
**210 DILLON CIRCLE**  
**FORT EUSTIS, VIRGINIA 23604-5006**

REPLY TO  
ATTENTION OF:

IMNE-EUS-ZA

May 31, 2006

MEMORANDUM FOR Fort Eustis Community Well-Being Action Council/  
Commander's Army Family Action Plan Steering Committee Attendees

SUBJECT: Fort Eustis Community Well-Being Action Council/Commander's Army  
Family Action Plan (AFAP) Steering Committee Meeting Minutes

1. Meeting took place 11 May 06, at 0800, Building 210, Command Conference Room.  
The following members were in attendance:

Garrison Commander  
Acting Deputy Garrison Commander  
Garrison CSM  
Senior Spouse, Family Member Representative  
8th Brigade XO  
7th Group DCO  
FS Garrison Commander (*speaker phone*)  
PMO  
Transportation School  
OCRA, Reserve Affairs, USAR Representative  
765th BN, AD Soldier Representative  
AATD  
Defense Military Pay Office  
DOL  
CPAC  
DPW  
DOIM  
DMWR  
Deputy AG  
DPTMS  
MACHC  
AAFES  
DECA  
PAIO  
PAO  
EEO  
ACS

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CYS

ASAP

ISO

Retiree Council, Retiree Representative

ATSC, Civilian Representative

Installation Well-Being Coordinator

AFAP Program Coordinator

2. GC opened the Council meeting with comments and reviewed the purpose of the council.

3. Well-Being Coordinator conducted a Well-Being Program recap. She also gave an ICE and 1<sup>st</sup> quarter Issue Update. She reported the following:

a. Comment cards submitted have increased by 83% as compared to the same time period last fiscal year (Oct 04 – April 05 and Oct 05 – April 06).

b. ICE comments involve a wider variety of service providers. Whereas DPW received 85% of all comment during the Oct 04 to April 05 timeframe, from Oct 05 to April 06, DPW, DMWR, and AG have received approximately 600 comments each, with the rest being spread out over other service providers.

c. Garrison's overall rating was at the 90% level. AAFES, MACHC, DeCA and DPMO received low satisfactory ratings but only AAFES and MACHC had statistically significant numbers. GC asked representatives for each to address any trends that they could gather from the data and comments.

d. Disposition of issues raised at the 1<sup>st</sup> Qtr FY06 Soldier and Retirees focus groups are as follows: 25 issues submitted, 14 resolved, 7 active (being worked) and 4 unattainable.

4. Discussion and disposition of customer concerns which were raised at the March 17 and 18, 2006, Veterans and Civilians Focus Groups took place and are summarized as follows:

a. AAFES

(1) **Price Matching Policy.** The Best Price Program does not exclude any specific or group of stores; thus the Best Price Program allows for price matching with stores like Big Lots. The only instance in which a challenge would not be accepted includes when an item is advertised for clearance at another store. The intent is to meet the pricing of any local competitor for normal, every day pricing or when an item is locally advertised

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for a specific sales period at a promotional price. The AAFES policy is to automatically match the price when the difference is less than \$5. The Branch Manager should be contacted if any Associate does not accept such a challenge. The General Manager can also be contacted at 887-2740 should any situation arise that cannot be handled at store level.

(2) **Service Station Traffic Rules/Markings.** Work Order #176085 has been placed with DPW to repaint the fading arrows mentioned. There are currently directional signs at the entrance and exit to the Service Station. Recent shortages of gasoline have increased the traffic around the pump islands during the periods gas was available. With the addition of three new distribution sites for AAFES contract drivers to pull gas from, the gasoline supply issue should remain fixed. This will balance the purchasing of gasoline and eliminate most of the problems related to congestion.

b. MPD(AG)

(1) **ID Card Wait Time.** ID Card Section will post approximate wait time in the waiting area with the use of a scrolling kiosk. Additionally, customers will be greeted and, prior to signing in, be told the approximate wait time. An appointment system has also been deployed to alleviate the wait time concern. It can be accessed by going to the Fort Eustis Home Page and clicking on the Military Personnel link. It is not feasible to post peak periods/non-peak periods. ID card section service is cyclically busy based on time of year and expiration dates. Once implemented, the appointment system will alleviate this concern. Proper documentation necessary for ID card issuance is posted both in the DEERS office and on the Military Personnel website.

(2) **ID Card Supplies.** MPD has transitioned to the Inventory Logistics Portal which is used by DoD for re-supply of CACs. This is the same system as "just in time" inventory replacement. The system automatically orders CACs when the site reaches the designated numerical threshold. Additionally, in the event of a system failure, the Site Security Manager has direct access to DMDC in Alexandria to telephonically order CACs which are delivered to the site by FedEx within 2 days. This has happened only once in the last six months but there was enough inventory on hand to remain operational and handle "all" emergencies. In response to the suggestion that the expiration date be extended for civilians when CAC card supplies are limited, MPD stated that by regulation, CAC cards for Army or DoD civilians are automatically issued for a 3 year period only. MPD will address this concern to DMDC; however, renewing cards 30 days prior to expiration is recommended and encouraged.

(3) **ID Cards Issuance Policy.** In response to the situation in which ID card services were denied to retired military personnel from a sister-service (ID cards are DD Forms,

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not DA Forms), MPD responded that they will attempt to acquire documents from other branches of service and conduct internal training to recognize these documents. Customers at the moment are turned away only in the event there is a record discrepancy which cannot be resolved with the branch of service or the DEERS Help Desk, or when validity of a substantiating document cannot be verified. POCs at both Air Force and Navy facilities assist with this validation.

(4) **ID Cards Privileges.** It was recommended that GS and Contract employees be provided with a list of privileges to which they are entitled because often they do not know what on-post privileges they are permitted with the cards they are issued. MPD responded that the ID Card section does not determine what installation privileges are afforded recipients. This is top-loaded into the DEERs system. Recommend that CPAC, NAF, or NRCC provide this information as part of the newcomer in-processing and orientation.

(5) **Army Separation/Retirement Briefing.** To the recommendation that TAP attendance be made mandatory for separating/retiring Soldiers, MPD responded that TAP attendance is mandatory if the Soldier checks "yes" on the DD Form 2648, effective June 2005. Supervisors and unit leaders are briefed at every opportunity to inform the Soldier of new and/or recent changes to the ACAP process. Briefing forums include the Pre-Command Course (PCC), NCO professional development, Warrant Officers Association meetings, and briefing/orientation of ACAP Center Operations for the Regimental CSM and all tenant CSMs and senior enlisted advisors.

c. **DMWR. Auto Craft Shop. Wait Time, Procedure for Notifying Customers of Additional Work, and Posting of Credentials.** Corrective Action: It has always been the goal of the automotive Crafts Shop to service all customers as quickly as efficiently as possible. Effective 1 May 06, Auto Crafts Shop personnel will provide an estimated wait time for services requested. IAW Shop policy, no additional work is performed on a vehicle unless coordination and approval has been received from the customer. Credentials have been posted in a prominent area.

d. **DOIM. Telephone Messaging System.** The customer concern is that there are numerous messages left and no response given. There is no way of knowing if the intended recipient received the message, if the customer is simply being ignored, or whether there is a malfunction in the messaging system. DOIM responded to the recommendations of providing standardized answering messages with the least

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amount of options, establishing a window for returning calls, and including telephone extensions on the Global with the following:

- (1) All voice mail systems on the installation are industry standard. Each activity establishes a format and options to meet their specific customers' needs.
- (2) Each individual activity with voice mail would need to develop and enforce a policy defining return time for messages based on call volume and available resources.
- (3) The Global address list currently includes telephone extensions.

e. DOL. **Space A/MAC Flight information.** Retirees are eligible for Space A or MAC flight and are briefed on their entitlements during a retiree briefing from Retirement Services Office. Fort Eustis is not involved in arranging or disseminating information of available flights. Space A flight information is available from the Air Mobility Command (AMC) at <http://www.amc.af.mil/questions/topic.asp?id=380> or retirees and service members can contact the desired Air Force or Navy Installation they wish to travel from for more information.

f. DPW. **The Welcome Center (Building 601).** Customers complained that the building is very unattractive for the newcomers to Fort Eustis. The walls and hallways are dark and dingy, the bathrooms need work, etc., and the appearance gives incoming community members a bad first impression of Fort Eustis. Corrective Action: DPW is currently working on the exterior of Building 601 in the way of landscaping. Replacement of lights will be done to allow more lighting for customers traversing through the building. DPW will work with tenants of the building to improve the look. However, painting can be done only on an as needed basis due to funding constraints. The work as depicted above can be accomplished by 31 May.

g. MACHC

(1) **Refill Pharmacy Privacy.** There was a customer concern that the Refill Pharmacy located in the AAFES mall has limited space and affords little or no privacy to patients picking up prescriptions. They recommended that a booth/partitions be provided at the pick up window for privacy, and/or relocate the adjacent tailor shop to the dry cleaning facility to allow more room for the pharmacy. MACHC responded that the space allocated for the Refill Pharmacy is not "owned" by MACHC. Within the

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current Refill Pharmacy, spacing is not available to provide partitions or booths for patient privacy. To either expand or re-locate, a decision would have to be made by the Post Exchange and Garrison. GC required further study as privacy laws needed to be adhered to.

(2) **Pharmacy Messaging System.** Customer concern: Refills that are ordered by accessing the automated refill system by phone are sometimes not honored. After a call has been successfully completed and the customer shows up to pick-up the prescription, they are sometimes told that the order did not come in causing much inconvenience for the patient. MACHC responded that it is very likely during power surges or due to other technical issues that a call in prescription could possibly “drop” through the system and not be recorded. The patient would need to report the date/time they called to assist in tracking what the problem was. If this is done MACHC will investigate (with DOIM cooperation) what the problem might be. The phone system is managed through DOIM on post. Beneficiaries who arrive at the refill pharmacy and find their medication has not been filled are afforded the opportunity to have that prescription filled, assuming there is no line waiting for pick-up. In the event there are a large number of people waiting, the patient is asked to come back the next day for that medication.

(3) **Sports Physicals.** A concern was that MACHC does not provide sports physicals and that getting them done off post costs as much as \$90.00 in the Virginia Beach area. Although sports physicals are not covered under TRICARE, MACHC will now conduct sports physicals at Fort Eustis and Fort Story as a courtesy to community members.

(4) **Primary Care Appointments.** Concern: There are not enough providers and, thus, not enough slots for appointments. MACHC responded that more providers are being added to the Family Health Center at Fort Eustis during the spring, early summer, timeframe. The addition of more providers should increase access to care for all categories of beneficiaries who are currently enrolled. Effective 1 April 2006, the Commander opened enrollment with the following criteria:

(a) Effective 1 April 2006, MACHC ACTIVE DUTY PRIME enrollees who retired on 1 April 2006 or later may be accepted as a retiree and retiree family member MACHC PRIME enrollee.

(b) Effective 1 April 2006, MACHC TRICARE Plus program will open to MACHC PRIME ENROLLEES who turn 65 on 1 April 2006 or later. If the patient has OTHER HEALTH INSURANCE they will NOT be eligible for enrollment in the TRICARE PLUS program.

(c) Until further notice, enrollment remains closed in all other categories.

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h. **PAIO. Civilian Customer Service.** The civilian focus group wanted the Garrison to address the perception of poor civilian customer service (e.g., attitude & timeliness) in various offices on post. They recommended that there be mandatory training to all employees that come in contact with the public (such as the TRADOC course offered by 8<sup>th</sup> Brigade for staff and cadre who come in contact with IET students) and incorporate it in the employee evaluation process. The PAIO, as Garrison representative on this issue, responded as follows:

(1) **Action:** Garrison Commander concurs with the recommendation and will ensure that all Garrison civilian employees (defined as DAC, NAF, and contract employees) who represent the Garrison to the public will receive initial and annual customer service refresher training.

(2) **Implementation:** Anticipate that training requirement for initial and annual refresher customer relationship training will be in place NLT 30 Sep 06. The potential currently exists to track implementation through the FE Garrison Strategic Plan, currently in final draft. Goal # 3 of the Fort Eustis Garrison Strategic Plan is to "...be a streamlined, agile organization that is customer-focused and results-driven in support of current and future missions." This recommendation would seem to dovetail fairly closely with the intent of this goal. An objective and related measures will be added to goal #3 to ensure that initial and annual customer service training is provided to all Garrison staff providing customer service.

i. **PMO**

(1) **Vehicle Registration.** Customers expressed concern that vehicle registration was not available before or after the normal duty day. PMO now allows registration at the Military Police Station before and after normal hours. They will maintain only a minimal amount of DoD decals, however.

(2) **Parking.** To the concern that there are too many reserved parking spaces on post. PMO responded that designation and use of reserved parking spaces are outlined in TCFE 190-5, paragraph 11-1. Each commander/director or a unit/activity may designate reserved parking for key personnel. Other positions are designated by the Installation Commander.

(3) **Vehicle Decals.** An issue arose when a retiree was denied a vehicle decal when attempting to renew at Fort Eustis one that had been issued by another installation. PMO advised that retirees are assigned to a supporting installation upon retirement or transfer to a geographical area. Installation funding for retirees is based on the supported retired population. Additionally, other service retirees are supported by their service

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installations in a geographical area if available. If a retiree works or has a spouse that works on Fort Eustis or Fort Story, they may be issued a decal from the installation. PMO will attempt to provide limited renewal services to the extent that it can within resource limitations.

(4) **Fort Story Visitors and Road Rules.** Focus group participants from Fort Story raised concerns about Virginia Beach community civilians who use Fort Story to train for running or bicycling events and do not follow road rules and courtesies. This unnecessarily inconveniences those who live or work on post. PMO responded that runners are required to obey post safety regulations and obey the pedestrian laws for the State of Virginia. Operation of bicycles is addressed in TCFE 190-5, chapter 13. Operators must obey all traffic regulations in the same manner as the driver of a motor vehicle, and military police will enforce these rules and courtesies. As per the focus group recommendations, gate security will inform runners and riders about courtesies and rules on post, and military police will enforce these rules and courtesies.

j. **US Army Transportation School.** An issue regarding the improperly hung Vietnam era flag in the Museum was raised; however, no representative from the Transportation School or Museum was present who could address the issue. Coordination with the School and Museum will follow.

5. Well-Being Coordinator announced that 3<sup>rd</sup> Qtr FY06 focus group meetings would be held in June at a date not yet determined. The two constituent groups to meet will be family members and teens.

6. Army Family Action Plan. AFAP Coordinator reported the following:

a. Total of 128 issues. Four were sent to TRADOC for the AFAP Conference 12-16 Jun 06.

b. Ninety-five issues are complete.

c. Eighteen issues are in progress

d. Eleven issues are unattainable.

7. Directorate/Organizational Update. DPW representative stated that the air conditioning would come on 1 Jun 06 and for all to have patience.



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8. GC provided closing remarks:

a. He announced that the Well-Being Corporate Assessment will take place semi-annually with the 2<sup>nd</sup> automated survey open from 22 May – 15 Jun 06. He encouraged all mission leaders to rate the services being provided by the Garrison. The OSD link is [http://ice.disa.mil/survey\\_library/go.cfm?WellBeing052006](http://ice.disa.mil/survey_library/go.cfm?WellBeing052006)

b. He thanked all for their participation.

9. The meeting ended at 0945 hrs.

/ original signed/

Colonel, TC  
Garrison Commander